

Our Terms and Conditions

1. All devices are booked in at the client's risk. CoreFix is not liable for any data loss and/or damage/loss sustained during hardware or software repairs. We take great care when we repair a device, but devices are delicate, and opening them up may cause additional damage, or may reveal damage that you were not aware of. When you entrust your device to us you do so at your own risk. You cannot hold us responsible for:
 - 1.1. Any data loss - You can avoid any data loss by backing up your device before you book it in.
 - 1.2. Further damage to the device or further loss of functionality when we inspect the already damaged device, open it, or remove the screen or the battery. If your device was damaged by impact (typically you would have a cracked screen or a bent back cover), the impact may have caused internal component failure on your device and mainboard. To assess the extent of the impact damage we may need to open the device and remove the screen, battery or other contents, and this may cause further damage. Screens and screen protectors are especially fragile and will crack further when they are removed.
 - 1.3. Further damage to the device or further loss of functionality when we work on the device. The back cover of your smart device holds everything together. If it is bent or dented, it may affect the replacement of your screen or battery. Where possible, we will try and remove dents from corners or sides, if this is not possible, we will quote you for a new back cover. We cannot be held liable for workmanship warranty if the back cover is bent or dented. It is not always possible for us to source back covers, but where possible we will do so. Working on the microscopic components on the motherboard is very delicate and complex, and in some instances is not successful which could result in reduced or no functionality on your device. In some instances, it may be more cost effective for you to replace the device than to repair it.
 - 1.4. Not being able to source replacement parts.
 - 1.5. Not being able to repair your device.
2. We are not an authorised Apple, Huawei or Samsung service provider. We will give you a warranty on the replacement parts we use, but you will void your manufacturer's warranty if we repair your device. If you still have your manufacturer's warranty you should have the manufacturer repair your device.
3. When we repair devices, the IP Rating (Ingress Protection Rating) will be lost and therefore your device will no longer have a water and dust resistance rating.
4. Replacement parts have specific warranty periods as follows:
 - Samsung and Huawei parts carry a 90-day warranty from date of repair.
 - Apple® device screen replacements carry a 1-year warranty.
 - Apple® battery and small parts replacements carry a 6-month warranty.
 - The CoreFix device repair warranty excludes and will be considered null and void in the instance of any physical damage, including but not limited to dents, scratches, liquid ingress, viruses, malware and any 3rd party repairs subsequent to the initial repair undertaken by CoreFix.
5. The warranty is not transferable to new device owners.
6. Quotes (excluding Mac repairs) are valid for 7 days and subject to a R179 (mobile phone and tablet). Repairs quoted under R500 will continue without client confirmation, unless otherwise specified.

7. Mac repairs / quotes / assessments are subject to a consultation fee charged at the hourly rate of R499 per hour.
8. Stock on order for devices not booked in and left at a store are subject to a non-refundable 50% deposit.
9. Client agrees to receive communication from CoreFix in the form of quotes, invoices, notifications, newsletters and SMS's regarding exclusive offers, specials, products and services.
10. CoreFix uses high-quality brand compatible parts for Apple and Huawei repairs.
11. Devices not collected within 90 days of notification to collect will be sold to defray costs.
12. Devices will only be returned to owners on the presentation of a valid CoreFix job card, South African Identity document or any other legal form of identification.
13. Prices only guaranteed after assessment by our technicians.
14. Touchpads come with a 1-year warranty, excluding physical or liquid damage.
15. Batteries come with a 6-month warranty, excluding physical or liquid damage.
16. All parts are A-grade generic parts.
17. Prices are subject to change without notice.